

## **Fitness Classes FAQs**

### **Why is the Theatre hosting fitness classes?**

To retain a range of popular fitness classes by Arena Leisure Centre instructors in the town centre while the leisure centre is being refurbished.

### **When will these run?**

These will start week beginning 2 September 2019 and will run Monday – Friday. Due to the availability of our rooms we are unable to offer classes here at weekends.

### **How did you choose the initial timetable?**

Working with colleagues at the Arena Leisure and based on availability of instructors. We also commissioned a Members survey to find out what classes were popular and ascertain who would be interested in attending our programme of classes at the Theatre.

### **Why isn't my favourite class on the timetable?**

It was never going to be possible to have as good a range or volume of classes as the Arena has – it's not our core business and we don't have the space! But the timetable does offer a range of classes by Arena instructors and we have included a couple of the Les Mills disciplines (Body Pump and Body Balance) which are popular with members.

Due to other users and hirers of our rooms, we are also limited on when we can hold classes so most of our classes are in the daytime.

### **Will the timetable change?**

The timetable will be reviewed and revised periodically based on customer feedback, attendance, instructor availability and trends/developments in the fitness sector.

### **How do I get to Camberley Theatre?**

We are well serviced by buses and trains. For more information on getting here please visit <https://www.camberleytheatre.co.uk/new/visiting-us/getting-here-parking>

### **Where do we park?**

You should park in Knoll Road Multi-Storey car park behind the Theatre. If you bring your Reg number to the Box Office when you arrive, we will validate your car parking free of charge for 3 hours. You then just drive up to the barrier to leave.

### **Are there bike racks available?**

There are bike racks available by the Ian Goodchild Centre (adjacent to the library)

### **Do I have to book in advance or can I pay on the door?**

To avoid disappointment we advise booking in advance, but if there is space, you can book and pay when you arrive.

PAYG users can book 10 days in advance for each class. Monthly Members can book 14 days in advance.

### **How can I book?**

You can book in person at the Box Office and over the phone. Monthly Members will be able to log into the Theatre website and book but online booking will not be available for Non-Members. You will not be able to book via the current fitness app as this is a Place for People product.

### **How much will the classes be?**

The pay as you go price for most classes will be £5.80 with some classes less (please see the timetable for this). There is a monthly option available for those who wish to attend more regularly.

### **Will you sell Membership?**

Yes, a monthly all-inclusive option is available. This will cost £28 per month and give you access to all the classes. You will still need to book on and is subject to availability.

This membership option will be available for a trial period and reviewed in November once we have ascertained levels of interest.

Memberships will go on sale on Monday 19th August and Members can book 2 weeks in advance, as opposed to the usual 10.

### **What if I can't make a class?**

If you're a Monthly Member you'll need to cancel the class at the Box Office or by emailing [Camberley.Theatre@surreyheath.gov.uk](mailto:Camberley.Theatre@surreyheath.gov.uk) before the class starts. No shows waste a space for someone else and could result in Membership benefits being frozen.

### **What facilities do you have on site?**

The café will be open for the purchase of hot and cold drinks after the day time classes. The café can also fill up your water bottle for you. Unfortunately we do not have customer showers or lockers available.

The existing equipment needed for your classes will be transferred from the Arena Leisure Centre.

There are toilets on the ground floor of the Theatre.

All rooms are fully accessible and there is a lift to the Studio on the first floor.

### **What is the maximum numbers per class?**

Depending on the class, those taking place in the Studio are limited to 15 and those in the Function Room are 22. The Indoor Cycling Bikes will be located in the Conference Room and the capacity is 20.

**What are the rooms like?**

All rooms are air conditioned and have natural sunlight.

The Function Room and Conference Room are carpeted rooms with solid concrete floors while the Studio is a wooden, sprung floored room.

The rooms are private so no one will be able to see into the room during the class.

**Is there a crèche?**

No, there is no crèche facility at the Theatre.

**Do I need to bring anything?**

All equipment you currently use will be provided, so you only need to bring a water bottle and towel and any other personal items you currently bring.

The café takes cash or card (including contactless) payment options.